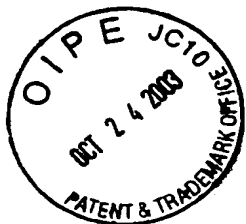


FIG. 1



2/5

200

202 Call Monitoring: (select a Desk and click Begin Call)

210 Desk Type: ☒ 212

Call Search: (enter your search criteria then click Find Call)

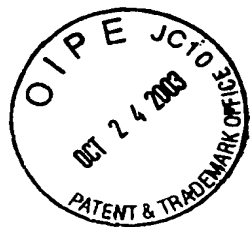
Internal Call ID: 214
OR
Phone Number: 216
OR
Desk Type: 218
Vendor: 220
Vendor Office: 222
Call Data from: MM/DD/YYYY 224
through: MM/DD/YYYY 226
 228

206 Reports: 230 232 234 238 240 242 244 246 250 252

- ☐ Call Quality Report
- ☐ ESS Quality Cumulative Report
- ☐ Observations by Office Report
- ☐ Auto-Zero Report
- ☐ Observations with Initiatives Scored 'N' Report
- ☐ Observations Scored 90% or Above Report
- ☐ Follow Up Report
- ☐ Hold Metrics Report
- ☐ Call Center Agent Scoring Report
- ☐ Repeat Call Report
- ☐ Call Driver Report
- ☐ Automated Report
- ☐ Administrative:
- ☐ Change your password
- ☐ Manage ESS Users
- ☐ Vendor Agent Management

208

FIG. 2



3/5

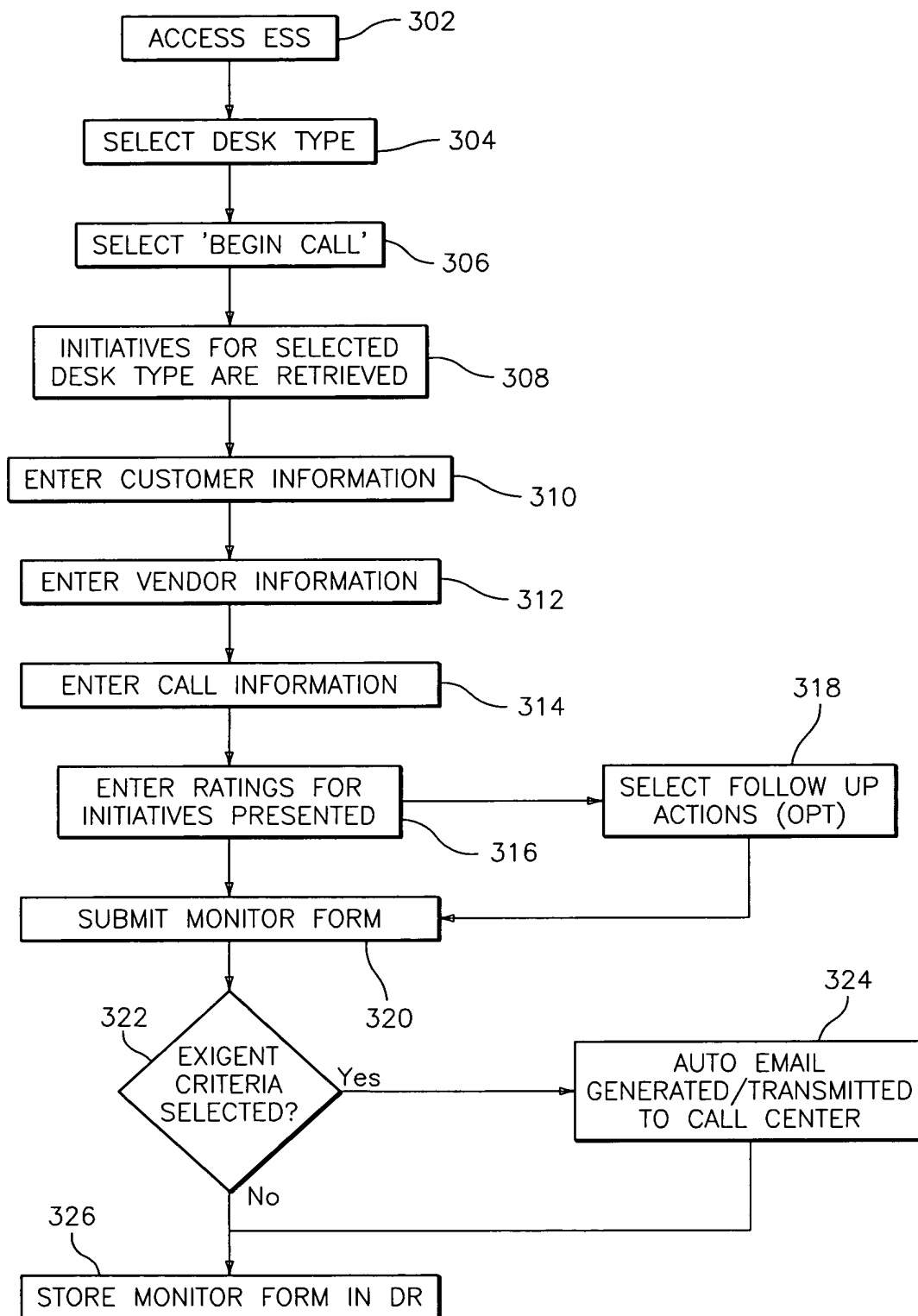
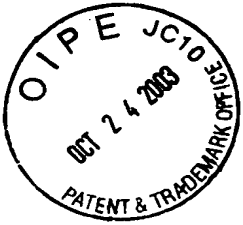


FIG. 3



400

Help Desk Observation Form

log | main | on-line
off | menu | help

Call Start Time: 16:55:11
Call Duration: 00:00:07
Hold Start Time: 00:00:00
Hold Duration: 00:00:00
Hold History: Start No Holds Recorded

END CALL

Phone Number: 4045561212
Customer Type: DSL Residential
Caller Type: End User
Installation Type: Self Install

Vendor: N Lauderdale Help Desk
Office: Anthony Curling
Agent: Ed Christen
Other Agent:

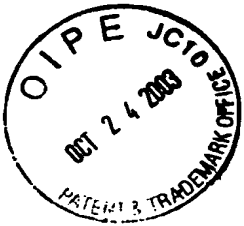
Monitoring Method: Live
Call Category: E-mail
Call Sub-Category: Cannot Send/Receive Email
Call Cause: Customer
Call Resolution: Configured Email Software
Resolved Email Account Issue

Internal Call ID: 4400937
Repeat Call: ☒ Calibration Call
Repeat Count: 1

Previous Call Category: E-mail
Previous Call Sub-Category: Cannot Send/Receive Email
Previous Call Resolution: Answered Email Question

Repeat Type: Same

FIG. 4A



5/5

400

450

452

Help Desk Observation Form

log off | main menu | online help

456

Call Start Time: 16:55:11

Call Duration: 00:02:15

Hold Start Time: 00:00:00

Hold Duration: 00:00:00

Hold History

Start Duration

No Holds Recorded

458

Strategy/Initiative	N/A	Yes	No	Category/Comments/Non-Compliance Reasons
440 Take Ownership	N/A	Yes	No	Comment: 454 455
Professional Greeting		<input checked="" type="radio"/>	<input type="radio"/>	
Communicates Appropriately		<input checked="" type="radio"/>	<input type="radio"/>	
Listen Effectively		<input checked="" type="radio"/>	<input type="radio"/>	
Display Empathy/Manner		<input checked="" type="radio"/>	<input type="radio"/>	
448 No Gross Excessive Hold Time		<input checked="" type="radio"/>	<input type="radio"/>	
Followed Correct Hold Procedures		<input checked="" type="radio"/>	<input type="radio"/>	
Professional Closing		<input checked="" type="radio"/>	<input type="radio"/>	
No Gross Abuse		<input checked="" type="radio"/>	<input type="radio"/>	
Save Service		<input checked="" type="radio"/>	<input type="radio"/>	
442 Do It Right	N/A	Yes	No	Comment: 455
Ask & Recap TN		<input checked="" type="radio"/>	<input type="radio"/>	
Ask Name/Addr/Relshp to Acct Holder		<input checked="" type="radio"/>	<input type="radio"/>	
Correct Troubleshooting		<input checked="" type="radio"/>	<input type="radio"/>	
Notations Made		<input checked="" type="radio"/>	<input type="radio"/>	
Notations Correct		<input checked="" type="radio"/>	<input type="radio"/>	
448 Quoted Dispatch Fee Disclosure		<input checked="" type="radio"/>	<input type="radio"/>	
Issue Resolved		<input checked="" type="radio"/>	<input type="radio"/>	
Dispatched Appropriately		<input checked="" type="radio"/>	<input type="radio"/>	
RMA Quoted		<input checked="" type="radio"/>	<input type="radio"/>	
Dispatch Code		<input checked="" type="radio"/>	<input type="radio"/>	
Confirms Surf/Email		<input checked="" type="radio"/>	<input type="radio"/>	
Knowledgeable		<input checked="" type="radio"/>	<input type="radio"/>	
444 Meet Our Commitment	N/A	Yes	No	Comment: 455
Commitment Promised		<input checked="" type="radio"/>	<input type="radio"/>	
Commitment Met		<input checked="" type="radio"/>	<input type="radio"/>	
446 Make It Seamless	N/A	Yes	No	Comment: 455
Referral to External Resources		<input checked="" type="radio"/>	<input type="radio"/>	
448 Escalated Properly		<input checked="" type="radio"/>	<input type="radio"/>	
Transferred Appropriately		<input checked="" type="radio"/>	<input type="radio"/>	
460 Follow Up Actions				
<div style="display: flex; justify-content: space-between;"> <div style="width: 20%;"> <p><input type="checkbox"/> Follow Up Required</p> <p>Follow Up Date: 462</p> </div> <div style="width: 20%;"> <p>Follow Up Reason(s):</p> <p>Notations Issue resolved Commitment met Repeat 3 days</p> </div> <div style="width: 60%;"> <p>Follow Up Description:</p> <p>Comment: 468</p> </div> </div>				
<p>464 466 470</p> <p><input type="button" value="Submit"/> <input type="button" value="Reset"/></p>				

FIG. 4B